Acquisition Requirements Roadmap Tool (ARRT) Suite

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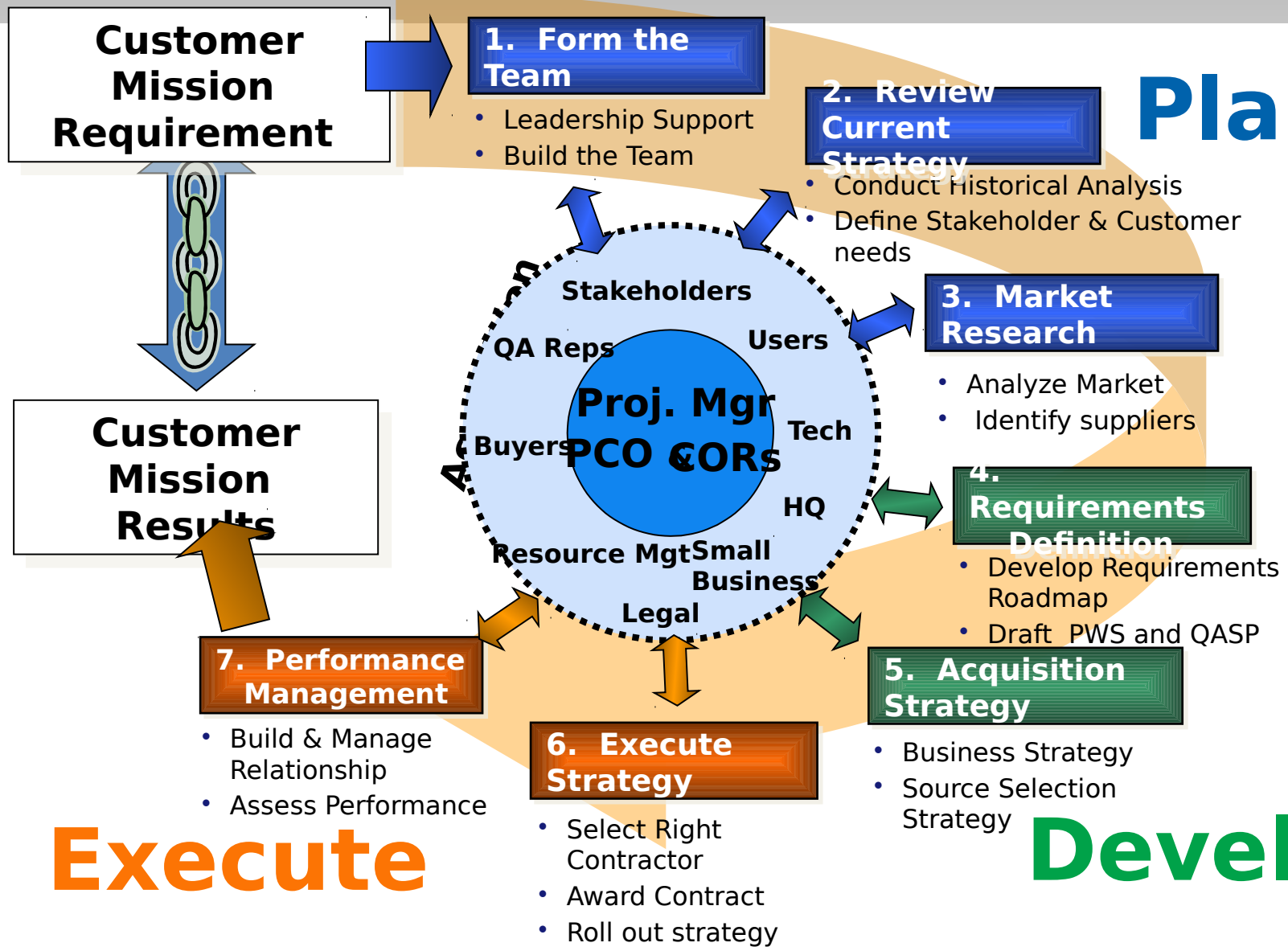
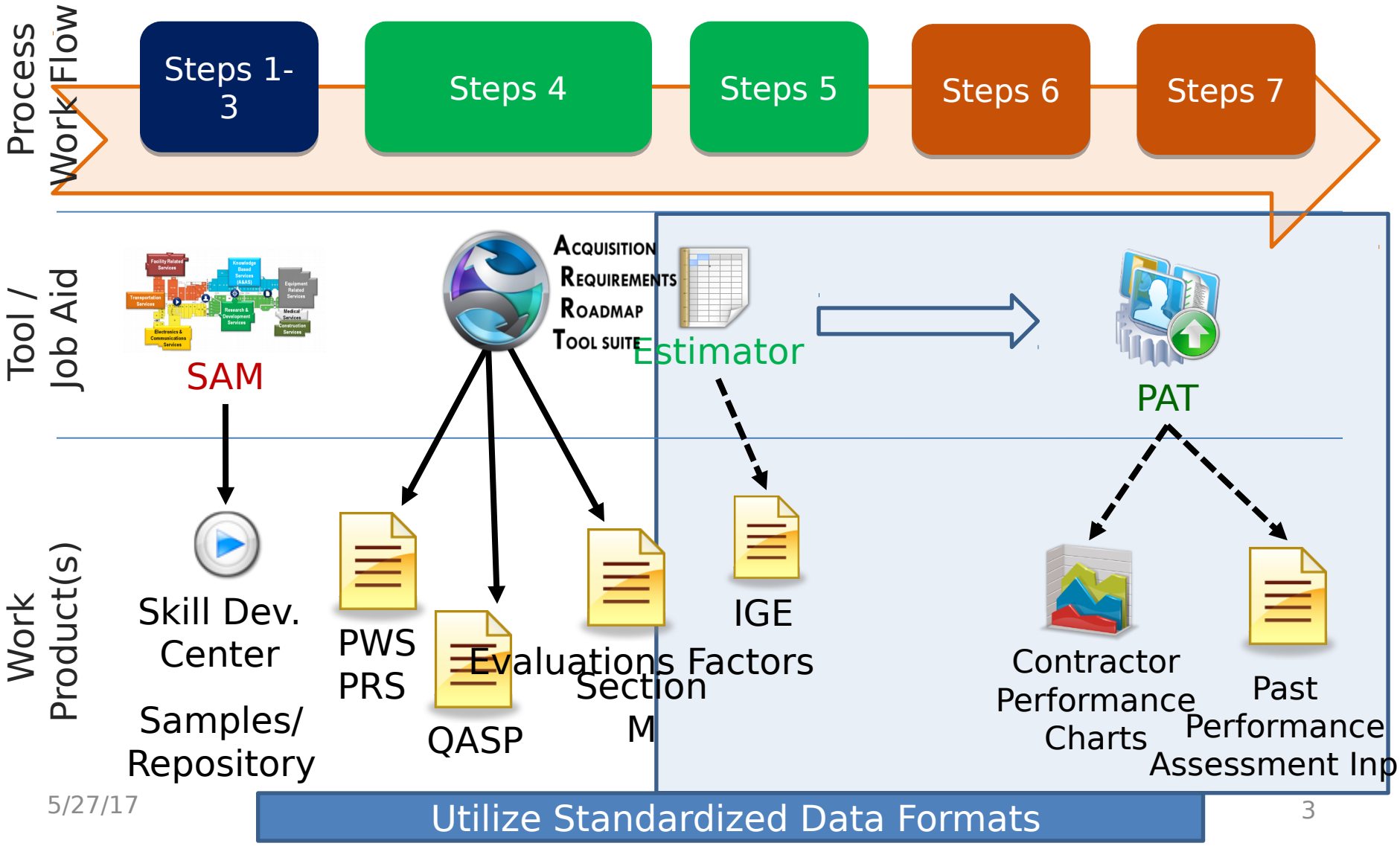
DOD Guidebook: Service Acquisition Process



Alignment of Process and Tools



Improving Tradecraft: Requirements Roadmap Process

Vision: _____

	Performance			Assessment/Inspection			
High Level Objective	**A: Result B: Context C: Action**	**Standard D: cost, quality, timeliness**	**D: AQL**	**E: What will be inspected?**	**F: How will performance be assessed/ inspected?**	**G: Who is responsible?**	**H: incentive or remedy**

Tasks

Alignment

Key Features

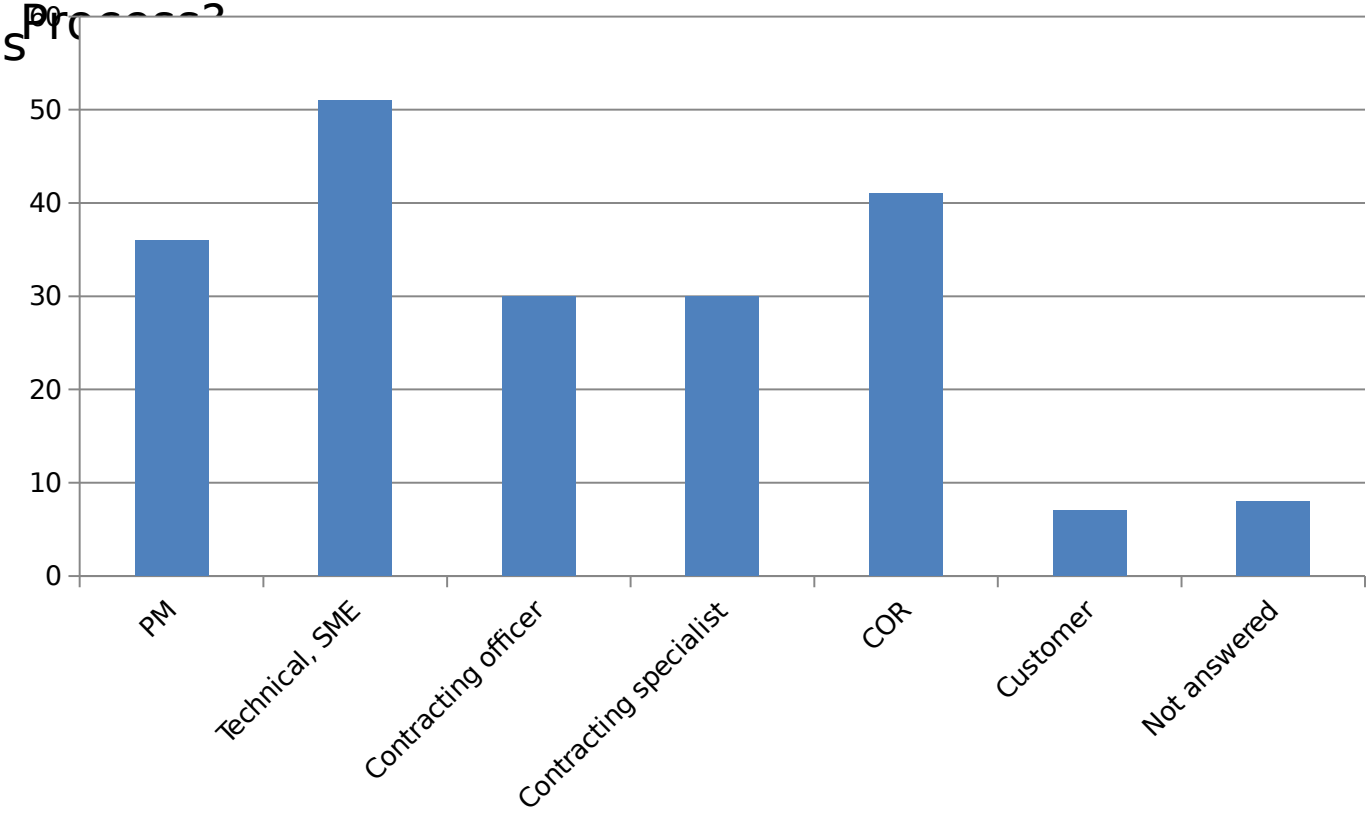
- Standard template format for PWS and QASP
  - Drive consistency in where information is located
  - More uniform dialogue with industry on requirements
  - Linkage of PWS and QASP
  - Align PWS with Evaluation Factors
- Focus on results not contractor head count
  - Require users to “think” and analyze

ARRT Survey Participants

Question 2

What is your typical involvement in the Service Acquisition Process?

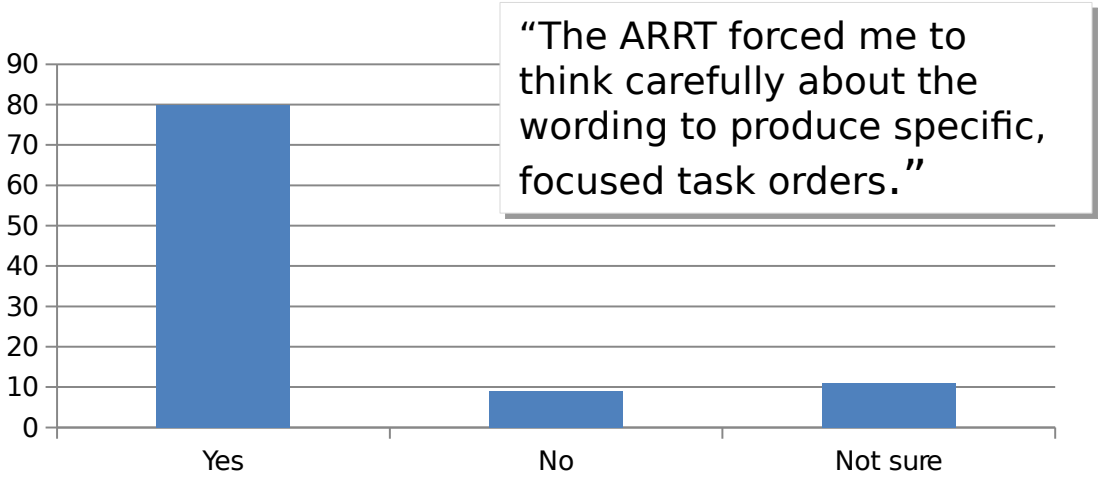
Responses



Source: ARRT Survey March 2012

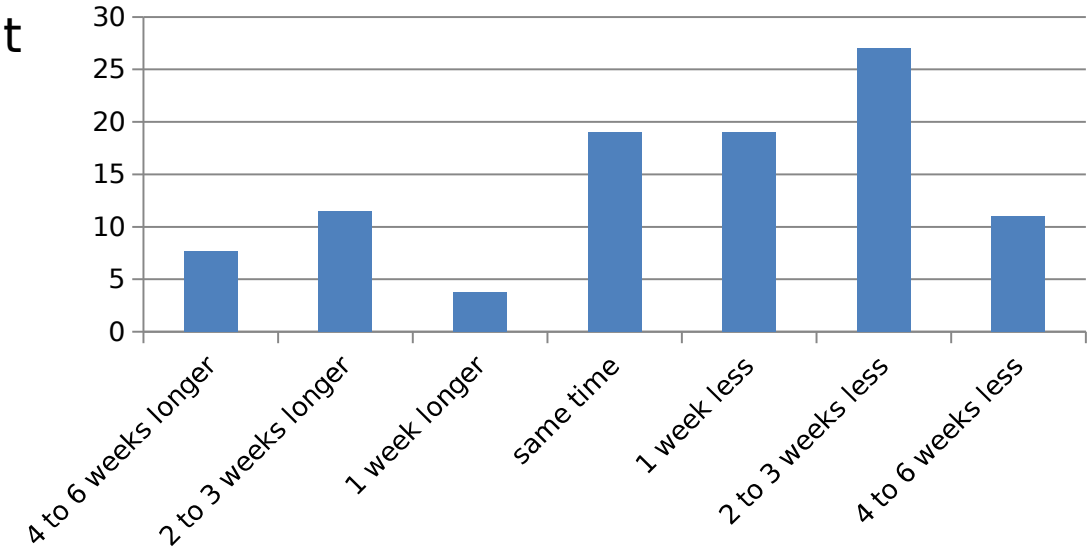
ARRT Update

Question 19
In general, did using ARRT help you to develop a more clearly defined PWS(s)?



"The ARRT forced me to think carefully about the wording to produce specific, focused task orders."

Question 20
Developing a PWS using ARRT takes:



Source: ARRT Survey March 2012

ARRT User Feedback

- “I used the ARRT with another contracting shop vice DLA. We cut the PALT by 45% for a $5 M requirement and had the contract awarded in three months. The one aspect still lacking is the functional proponent's ability to articulate their requirements. The PMO had to do the bulk of the work but reviews were streamlined using ARRT. We estimated an administrative savings of $1.5 M owed to standardization and consistency.”

- Conducted robust GPS Service Action Workshop (SAW) resulting in powerful a PWS—praised by both Brig Gen Moran Space & Missile Center’s (SMC) Solicitation Review Board “as the model for all PWS’s SMC-wide. Lauded by GPS GCS Program Manger (Mr Tim Mcintyre) who said “thanks to DAU vigilance, we have never seen so few technical challenges from industry in an RFP.”

- “The ARRT, when utilized by trained and capable team resources for their respective positions, has a significant ROI to procurements by reducing the PALT's, increasing productivity rates and effectiveness of workload delegation through a branch/division, and maximizing stakeholder value.”

Army Sustainment Command

- Effort led at two Star HQ level by John Puls
- Developed standard PWS documents for the Department of Logistics' big three contracted services functions:
  - Maintenance, Supply, Transportation
- Enables HQ team working with installation personnel to develop PWS and QASP documents in one day for each of the big three
  - Previous process took months
- Mission Installation and Expeditionary Contracting HQs like the structure and clarity of PWS/QASP
- Potential to migrate common services to SAM

Industry Perspective

- Companies consider risk in making bid – no bid decisions
- A sound, clearly written PWS helps mitigate risk
  - Performance outcomes are understood and quantifiable
  - Allows for much better defined cost estimates and proposals
    - Staffing and ODCs
    - Transition costs
    - Cash flow and financing

Improve Mission Support

- Proposal Phase
  - Time spent up front saves total time
  - Fewer questions asked by industry
  - Helps the PCO understand the requirement in advance
    - We expect the PCO to know what they are buying
    - Ask yourself if you could bid the job
  - Understanding the PWS and risks will attract better and likely more competition
    - Do you want performers or gamblers and fighters?

Improve Mission Support (cont'd)

- Review and Pre-award phase
  - Improves the quality of the competition
  - Basis of Estimate (BOE) detail can shorten pricing reviews
    - You know what you are paying for
  - Impact of Low Price Technically Acceptable (LPTA) on the process
    - Without a sound PWS do you really know if you're selecting a technically acceptable proposal?
  - Facilitate award without discussions

Improve Mission Support(cont'd)

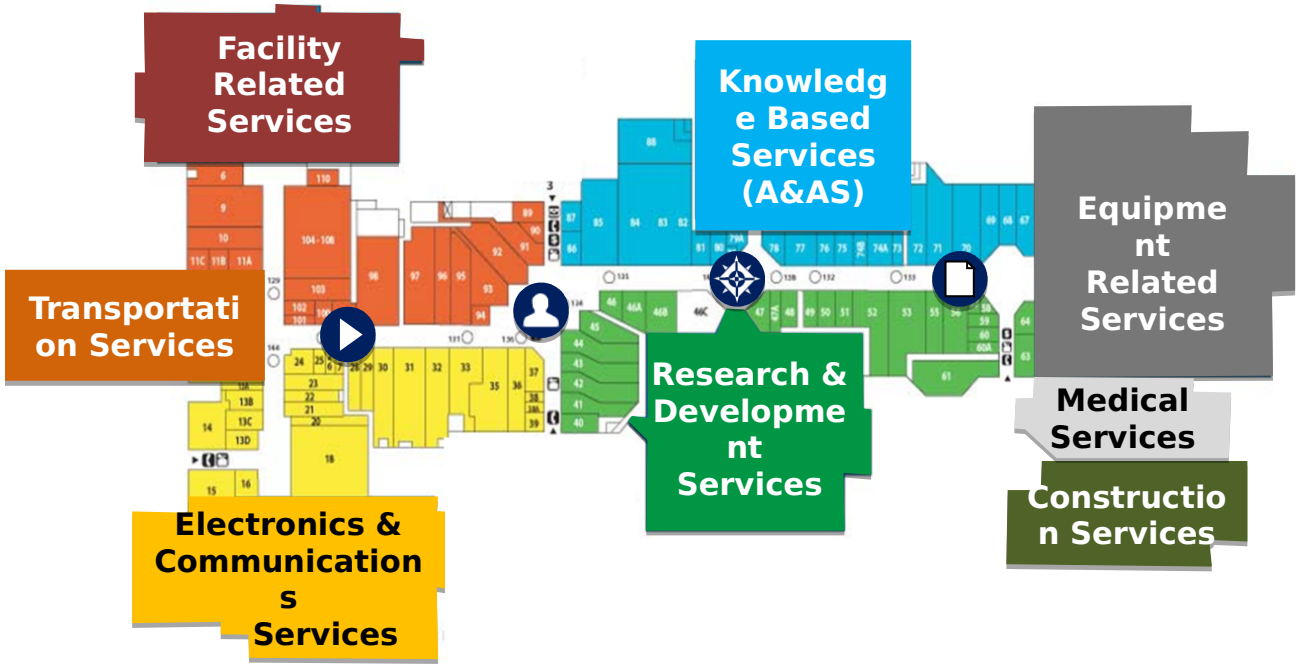
- Post Award Phase
  - Reduces chance of protest
    - Improves your chance to win
    - Less disruption to the mission and requirements
  - Allows a smoother transition because requirements are well defined and not being negotiated after the fact
  - Contract performance "disputes" are minimized
  - Your customer is much better served

Keys to Service Acquisition Mission Success

- Two critical components that must work together effectively
  - Requirements development
  - Acquisition strategy development

  Rarely are these in the same functional area
- Appoint a *Project or Program Manager* with ready access to leadership – Hold them accountable for progress
- *It takes time to do it right!* Allow sufficient time for conducting a well thought out and planned acquisition
- A well defined requirement, aligned with mission outcomes, with clear performance objectives and standards coupled with an

Service Acquisition Mall http://sam.dau.mil



- Integrates sourcing process and learning assets with product service code knowledge
  - Utilizes same service acquisition process contained in DOD Guidebook for the Acquisition of Services
- Aligns with DoD services taxonomy

Services New Releases & Updates

SAM

- **SAM** - Service Acquisition Mall updated ***1 September 2014***
  Online resource for Performance Based Service knowledge and tools

- **ARRT Suite** the Suite is a collection of tools that help you build strategic elements of your acquisition documents by walking you through structured processes

ACQUISITION REQUIREMENTS ROADMAP TOOL SUITE

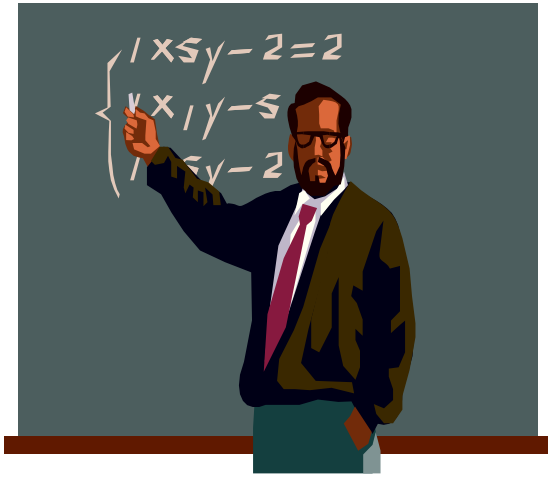
- **ARRT Requirements Definition Component** is a tool used to write performance-based requirements following the Requirements Roadmap process. Using the tool, you can create Performance Work Statements (PWS), Quality Assurance Surveillance Plans (QASP), and Performance Requirement Summaries (PRS)

- **ARRT Evaluation Factors Component** provides a simple, structured approach for developing your contract source selection factors. It walks you through a step by step process to set your factors and subfactors, describe what will be evaluated, and set their relative importance

Future Development

- ***PAT –*** *Performance Assessment Tool*
  - *Monitor and track contractor performance based on PWS*
  - *Supports incentives documentation*
  - *Generate contractor performance reports (CPARS inputs)*
- ***Estimator***
  - *Develop your independent government estimate (IGE)*
  - *Use interview approach and cost estimation assistance*

ACQ 265 Mission Focused Services



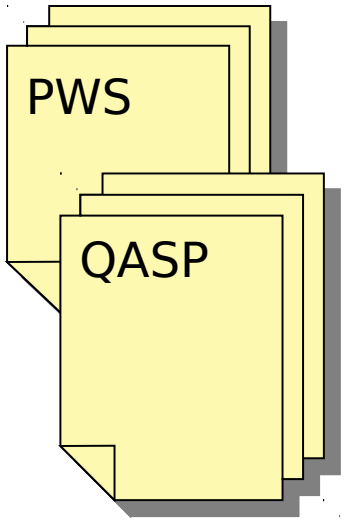
- DAU catalog course (launched 2007)
  - 4 Days in length
- Designed for cross functional participation
  - Technical, contracting, CORs, PMs, etc
- Walk through all elements of the 7-step service acquisition process
- Use local service acquisition project or USMC food service contract case
- Using Requirements Roadmap process students develop:
  - Performance requirements documents
  - Acquisition strategy, contract type and incentive structure
  - Section L and M evaluation factors
  - Performance assessment strategy

Service Acquisition Workshop - SAW

- Just in time, intact team training (Started Jan 2009)
  - 4 Days in length
  - ***Requires*** participation of *all key members* of *acquisition team*
- Focused on team's specific acquisition
- Needs organizational leadership support
- Special focus on developing performance based requirements, business strategies, and assessment strategies
  - Multiple interactive learning sessions enable team to apply the learning to their requirement and make progress
  - Use ARRT to develop PWS, PRS, and QASP

PWS Development Training (TTM 008)

ACQUISITION REQUIREMENTS ROADMAP TOOL



- One day course focused on PWS/QASP development course
- Target audience: requirements developers and CORs
- Includes introduction and application of ARRT tool

ARRT DEMO